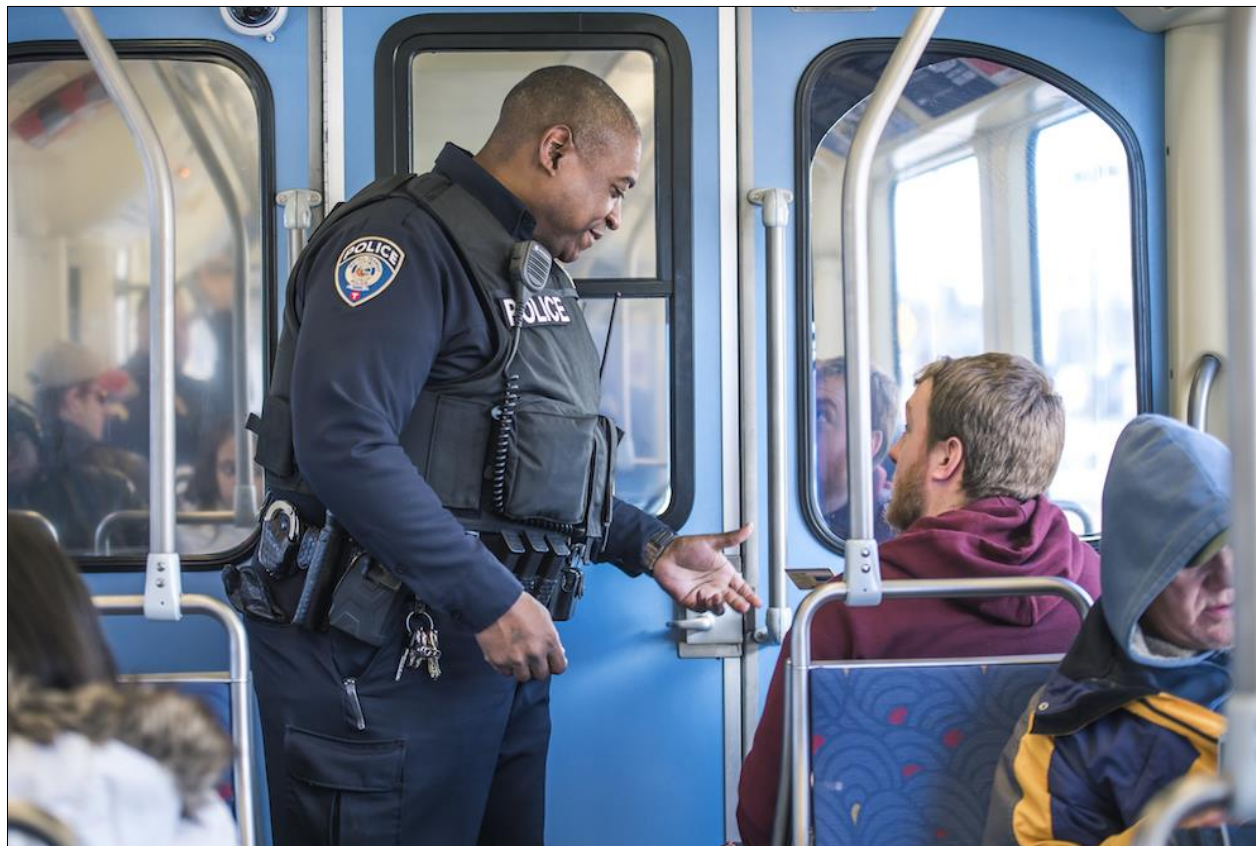


Improving Safety and Security at Metro Transit



Committee of the Whole
May 2, 2018

Metro Transit Police Department

- Seven-county service area
 - East and West commands
- 115 full-time, 60 part-time officers
 - 33% growth since 2014
 - 35% from under-represented groups
- Four E's
 - Evidence, Education, Engineering, Enforcement

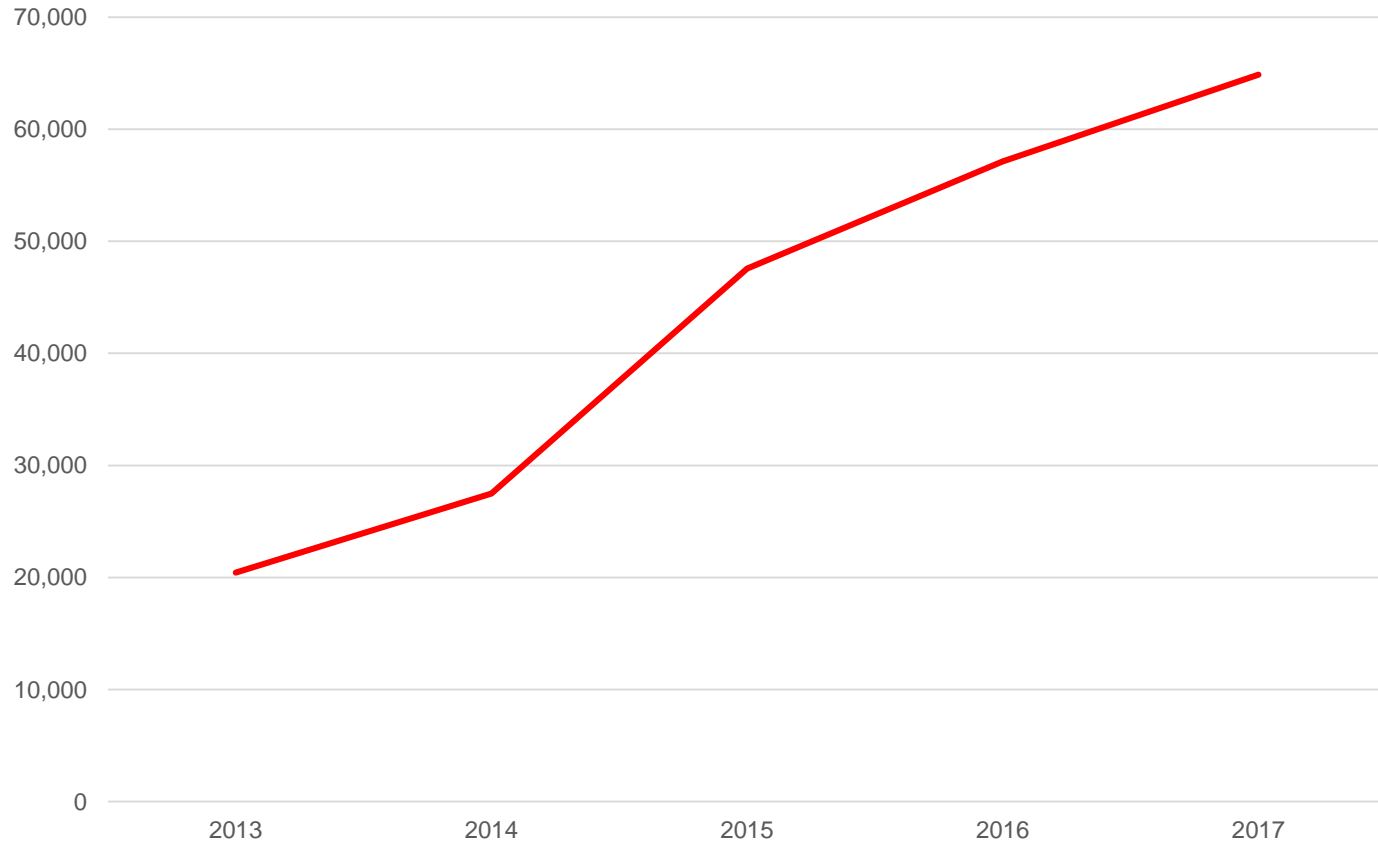


2017 Deployment

- On-boards
 - 43K bus, 42K rail
 - 2M rail fare checks
- Beats and Problem-Oriented Policing (POP)
- Patrol squads
 - 67K calls
- 195 special events



Calls for service



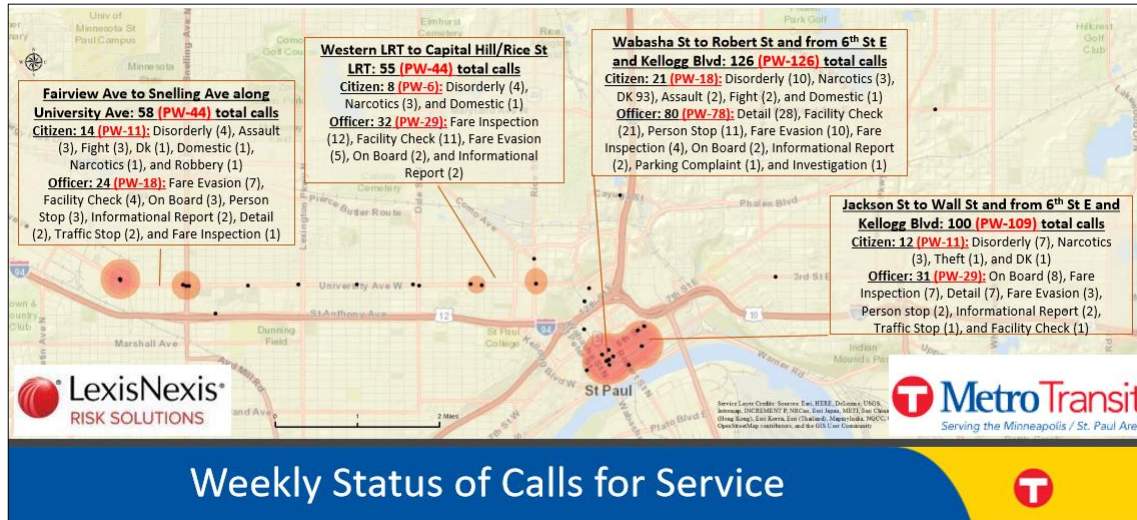
Part I and Part II crimes

	2016	2017	Percent change
Part I (thefts, robberies, assaults)	588	827	+41%
Part II (fare evasion, vandalism, alcohol/drugs)	6,069	5,277	-13%

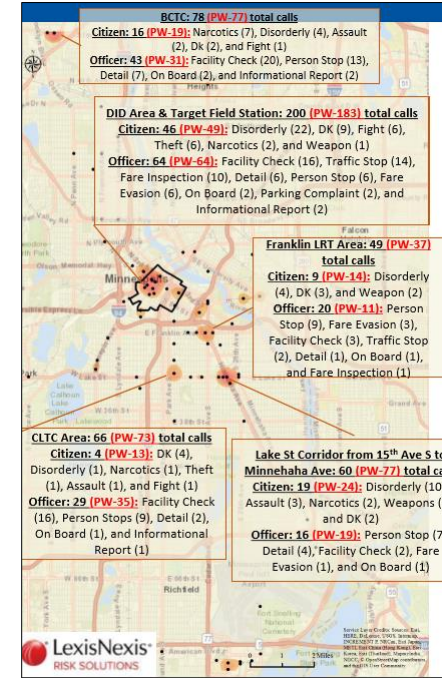
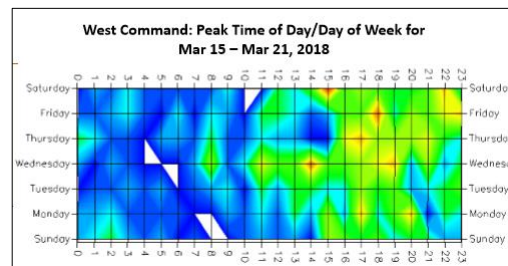
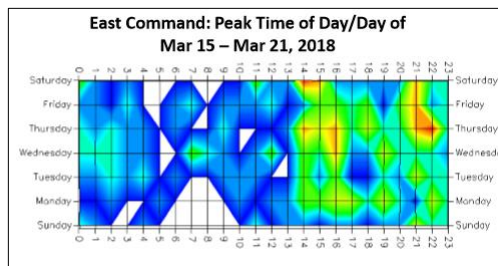
Operator assaults

	2016	2017
Felony	4	1
Gross misdemeanor	20	15
Spits	35	45
Misdemeanor	20	27
DOC/threats	82	95
Total	161	183

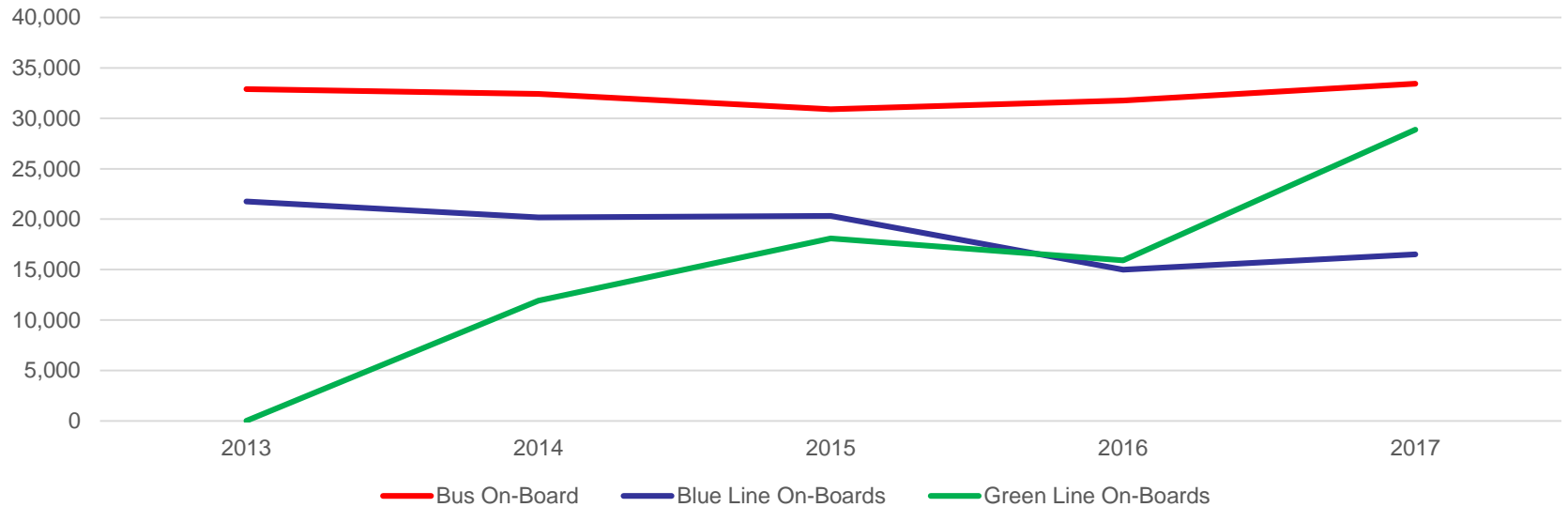
Predictive policing



Weekly Status of Calls for Service



Police presence on transit vehicles



	2017 monthly average	Change vs. 2016
Bus	2,786	+11%
Green Line	2,406	+60%
Blue Line	1,376	+15%

Security camera network

- 8,300+ cameras throughout system
- Live monitoring available at all LRT platforms
 - Sub-stations, squad cars
 - Customer Relations, Facilities supervisors
 - Peer agencies



Homeless outreach

- Continue to build relationships with service providers
- Addiction, mental health training for Transit Police
- Code of Conduct



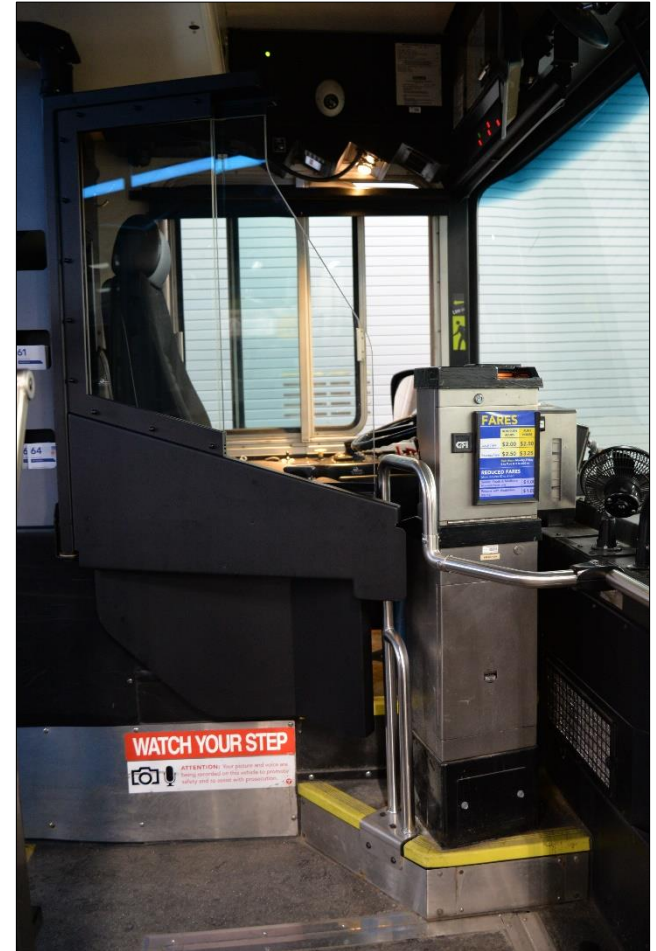
Community Outreach

- Juvenile Diversion Program
- MAD DADS
- St. Paul Youth Ambassadors
- Native American community
- Coffee with Cops



Improving employee safety

- Operator barrier pilot
- Expanded Red Kite program, de-escalation training
- Transit Safety and Security Committee, Peer support



Improving the customer experience

- Text For Safety
- New, improved shelters
 - Rapid bus stations with cameras, emergency phones and light
 - 500 boarding locations with light, 58 added through Better Bus Stops
- Regular fleet, facility cleaning



Feel unsafe, see something suspicious or inappropriate?

TEXT FOR SAFETY*
612-900-0411

For all Emergencies **CALL 9-1-1**

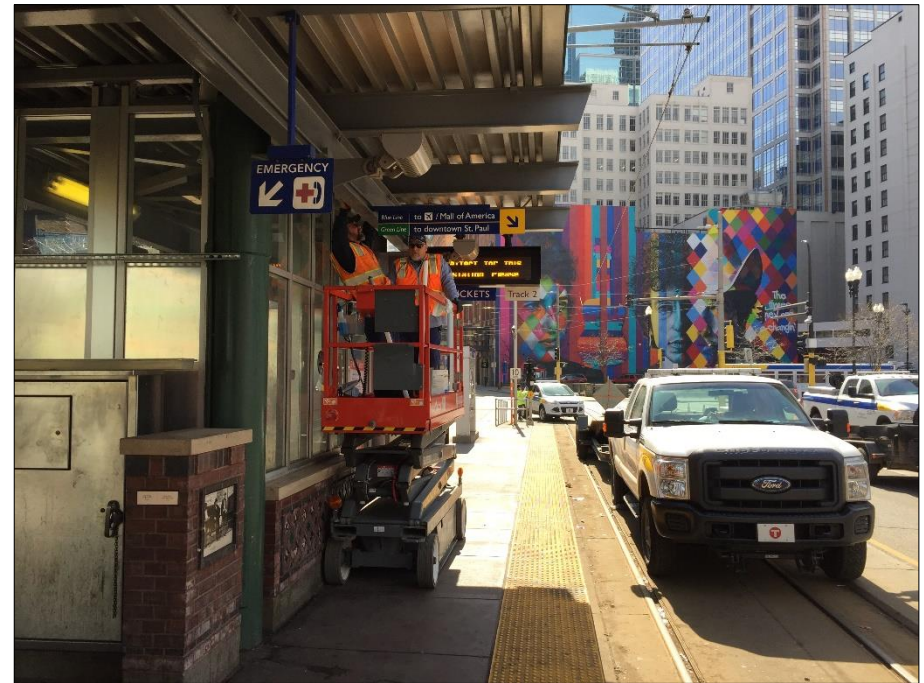
*Messaging and data rates apply, refer to your wireless plan for more details.

 Metro Transit



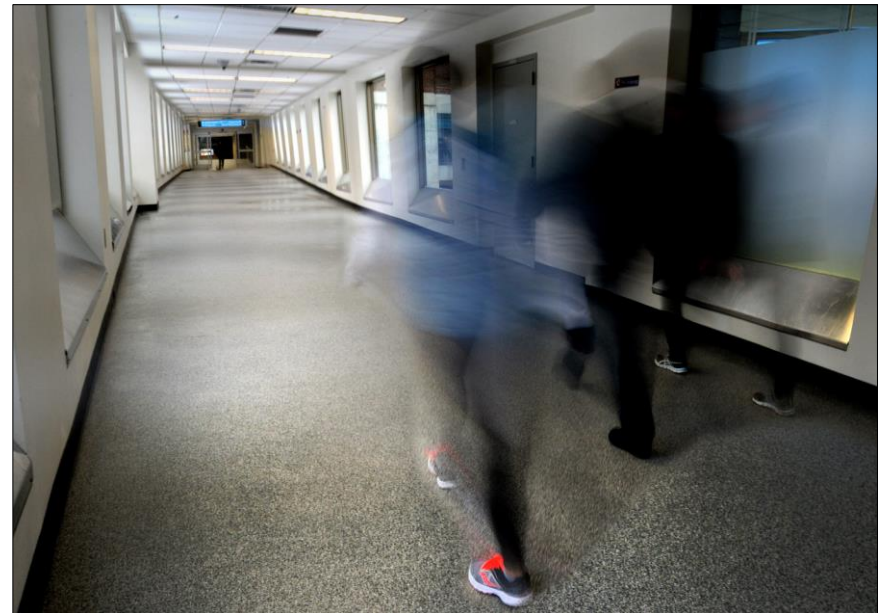
Focus area: Hennepin Avenue

- Developed multi-department approach (CX360)
 - Transit Police
 - Operations
 - Facilities
 - Customer Relations
 - Partners
- Since Nov. 2017
 - 25% decrease in calls for service on corridor
 - 30% decrease in Customer Relations complaints on corridor



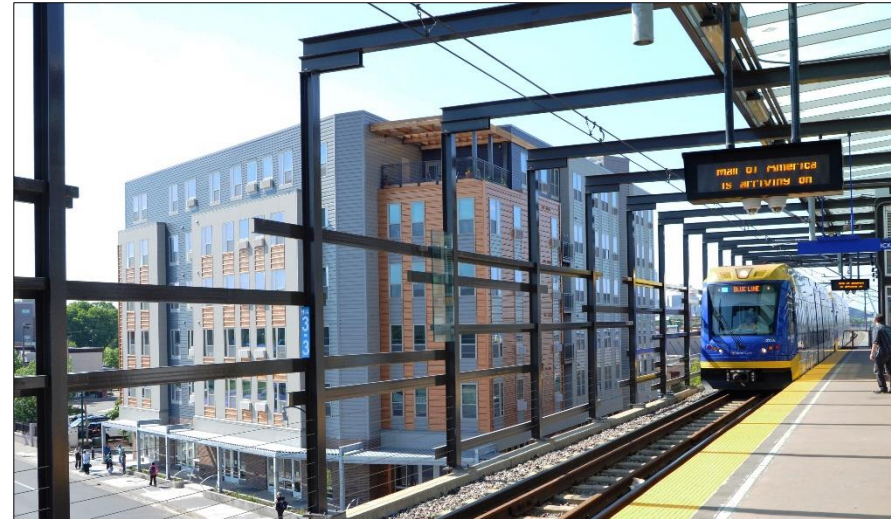
Focus area: Central Station

- New daytime beat
 - St. Paul skyway ordinance requires patrol when open
- Facility improvements, extensive cleaning
- Complaints down 85%



Focus area: Lake Street/Midtown Station

- Internal coordination
- Enhanced police presence
- Recent and future facility improvements
- Government and community partnerships



Focus area: Brooklyn Center Transit Center

- Planned facility improvements
 - C Line
 - Lighting
- Enhanced police presence
 - 9 a.m. to 10 p.m.
- Partnering with City of Brooklyn Center, Brooklyn Center police



Focus area: Green Line

- Investigating new strategies, including:
 - Supplemental security
 - Designated fare enforcement officers
 - Public safety campaign

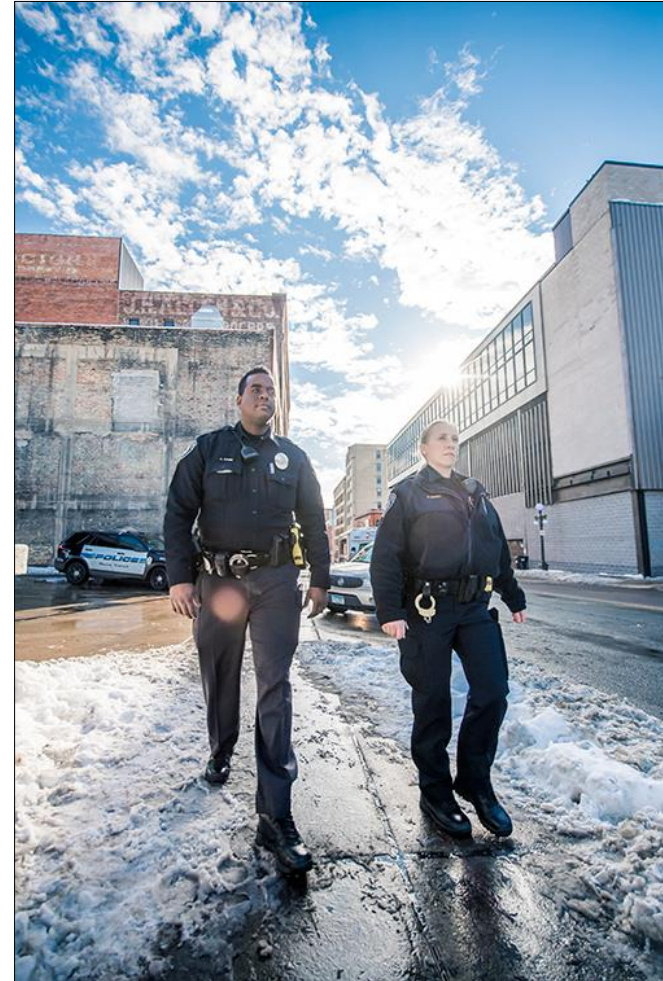


Budgeted priorities

Initiative	Investment	Timeline
Directed patrols: BCTC, Lake Street, downtown Minneapolis, Central Station, Rice/Payne	\$500,000	2018
Green Line model policing	\$500,000	2018
Red Kite	\$300,000	Spring 2018 to Summer 2019
Barrier pilot	\$100,000	Pilot underway
Text for Safety	\$300,000	Completed
Homeless outreach	\$300,000	2018
Total	\$2,000,000	

Next steps

- Communication and engagement
 - Internal
 - External
 - Partners
- Fare enforcement
- MTPD HQ



Questions?

